

Local Members Interest
If report is relevant to ALL Members, type 'N/A' into table OR Insert Members Name and Electoral Division

Overview and Scrutiny Committee - Tuesday 19 July 2022

Customer Feedback and Complaints Service Adult Social Care Annual Report 2021/22

Recommendation(s)

I recommend that the Committee:

Consider the Annual Report of the Customer Feedback and Complaints Service, Adults Social Services 2021/22, taking the opportunity for any comments on the content of the report.

Report of Cabinet Member for Health, Care and Wellbeing.

Summary

What is the Overview and Scrutiny Committee being asked to do and why?

The Committee are asked to consider the Annual Report of the Customer Feedback and Complaints Service, Adult Social Services 2021/22 in order that comments can be taken into account.

Report

Background

1. The appended report fulfils the Council's duty to publish an Annual Report on the activity of the Statutory Complaints and Representation Service on behalf of the Council.
2. The operation of the Statutory Complaints Procedure was established under the NHS and Community Care Act 1990 and the Local Authority Act 1970. The report provides information about activity during twelve months between April 2021 and March 2022 in respect of statutory complaints relating to Adult Social Care.

3. The Annual Report, Customer Feedback and Complaints Services, Adults Social Services 2021/2022 is being submitted for scrutiny and endorsement.
4. The report contains information about the nature of complaints received, together with responses provided and their handling by the Council.
5. Organisational Learning remains at the heart of the legislation. This is reflected in the function of the Responsible Person and Actions Plans that ensure steps are taken to improve, where services may have failed to deliver to an acceptable standard.

Contact Details

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